

Nominator Customer Satisfaction Survey

Form Approved OMB No. 0935-0179 Exp. Date 10/31/2017
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Number: 20/year

Target: nominating organization

Interviewee: primary liaison for nominating organization (only organization name will be recorded, not any PII from interviewee)

Method: Telephone interview by TOO for the project

Timing: After acceptance of final report

1. Dissemination and impact of AHRQ EPC report findings:
 - a. How has/will the EPC report findings been/be used? (e.g. meeting presentation, research agenda, coverage decision, manuscript, etc.)
 - b. What do you expect the impact will be?
 - c. Do you plan to measure the impact and if so, how?

2. Meeting your needs:
 - a. Did the EPC report meet your needs?
 - i. If no, please share why not.
 - b. What about the EPC report was most useful regarding meeting your needs?

3. Confidence in the EPC report's findings:
 - a. Using any number 1 to 10 where 1 is the worst possible and 10 is the best possible, what number would you use to rate your confidence in the EPC report's findings?
 - b. Any comments?

4. Process for creating the EPC report:
 - a. Using any number 1 to 10 where 1 is the worst possible and 10 is the best possible, what number would you use to rate the process for making the EPC report?
 - b. Any comments?

5. Format of the EPC report:
 - a. What about the EPC report format, including the evidence tables, was most helpful?
 - b. What about the EPC report format, including the evidence tables, was most challenging?
 - c. What modifications would you recommend?

6. Timeline of the EPC report:
 - a. Did the timeline meet your needs?
 - b. If not, what modifications would have been helpful?

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7. Involvement with the EPC report:
 - a. Were you satisfied with your level of involvement? (Yes, fully; yes, partially; No)
 - b. What opportunities for involvement with the EPC report were the most valuable to you?

8. Potential future collaborations:
 - a. Do you have any plans for updates or other follow-on products for the current EPC report?
 - b. Do you have any plans for future activities for which a new EPC report could be helpful?

9. Decision to use an AHRQ EPC report:
 - a. What lead you to choose the AHRQ EPC Program to produce your report?
 - b. Would you recommend using and/or commissioning AHRQ EPC reports to other federal colleagues?